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## **EE Superuser & Certified Application Assistant Quick Reference Guide**

## Welcome to Health-e-App!

As a Certified Application Assistant or the representative of an Enrollment Entity, you have taken the first step toward a better way to enroll California's families in Healthy Families and Medi-Cal for Children. This reference guide will help get you started using the Health-e-App. It includes

- Contact Information and Important Web sites
- Required Hardware and Software
- Logging into Health-e-App
- Training yourself using the tutorial
- Entering Application Information
- Submitting the Application
- Faxing a Complete Health-e-App

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## Contact Information

For technical assistance with Health-e-App:

HeA Help Desk  
(866) 861-3443, 8am-8pm PT

For technical assistance using a signature pad:

[support@topazsystems.com](mailto:support@topazsystems.com)  
(805) 520-8286, 9am-4pm PT  
<http://www.topazsystems.com>

For answers to Healthy Families policy questions:

Healthy Families hotline  
(800) 880-5305

For information about Health-e-App or to report problems with the application:

Manuel Urbina  
Department of Health Services  
[HeA@dhs.ca.gov](mailto:HeA@dhs.ca.gov)  
(916) 657-2767

## Important Web Sites

To access Health-e-App:

<https://www.healtheapp.net>

To access EW HeA resources and updated contact information:

<http://www.dhs.ca.gov/health-e-app>

To access the Health-e-App informational web site:

<http://www.healtheapp.org>

To access the Healthy Families web site:

<http://www.healthyfamilies.ca.gov>

## Software and Hardware Requirements

### *Hardware*

- Computer with internet connection (recommended 56k/sec or faster)
- Printer
- Fax Machine

### *Software*

- Internet Explorer (5.5 or higher)
- Adobe Acrobat Reader
- Macromedia Flash (training only)
- Quicktime (5.0.2 or higher; Training only – optional)

The Training tutorial contains links to download this software.

## Logging into Health-e-App

### *Setting your Password*

The first time you log in to Health-e-App, use the system-generated password given to you by the Help Desk (for EEs) or the EE representative (for CAAs). For security reasons, you will be prompted to change this password immediately. You must also change your password every 30 days.

Your new password must meet the following criteria:

- Password includes a symbol (such as !, @, #, &, or %)
- Password includes at least one capital letter.
- Password must be between eight and 20 characters in length.

For example, 'Jsmith21\*' meets all password requirements. The new password must also be different from your previous twelve password selections.

### *Creating Accounts*

**EEs:** To set up CAA accounts, select the **Create CAA Accounts** in the *Administrator Preferences* menu and click the **Next** button. Enter each CAA's name and CAA number, then print out the CAA login instructions (with the CAA's password).

You must print out the Login Instructions at this time to obtain the CAA's password. If the login instructions do not print, have the CAA call the Help Desk at (866) 861-3443 to have the password reset.

If you are an EE contact and a CAA, create a CAA account for yourself as well. When you login to Health-e-App to submit an application, use your CAA number.

**CAAs:** To access the online application, you must first set your user profile and complete the training tutorial. To begin the training, select the **Access Training** option in the *CAA Preferences* menu and click **Next**.

## Training

The self-paced, interactive Health-e-App Training tutorial will help you make the most of Health-e-App. Once you begin the training, you log on as an “imaginary” CAA and learn how to move around in the application, use CAA tools, and submit applications.

### Hints for training:

- You can pause the training by logging out of Health-e-App. The tutorial will remember where you stopped so you do not have to start over completely.
- The tutorial may slow down your computer because it is interactive. The application will not do this.
- Read the instructions given by the online trainer before you start each task.

### *Accessing the Health-e-App*

Once you complete the training, if you select the Login to HeA option, you will be taken to <http://www.healtheapp.org>. Click on the **CAA/EE Access** button. You can also reach the Health-e-App through <http://www.dhs.ca.gov/health-e-app/> or <https://www.healtheapp.net>.

**HINT:** Bookmark the HeA site <https://www.healtheapp.net> in your browser for quick access to the application. Always type in the full web address as it appears here.

## Entering Application Information

**NOTE:** On the first screen, choose *all* situations that apply to the applicant.

### *Calculating Income*

If you have questions about how to enter an applicant's income information, please refer to your Healthy Families handbook or call the Healthy Families hotline (not the Health-e-App Help Desk).

### *Provider Information*

If an applicant's preferred provider is not listed, you may select the option to not choose a provider before submitting the application. The applicant can change the provider by calling the Health Plan immediately upon receiving his/her letter of acceptance. **NOTE:** Applicants can change providers once a month.

### *Healthy Families Payment Information*

If the applicant writes a check to pay the premium, enclose a copy of that check with the supporting documentation if you can. Then have the applicant mail the check as soon as possible. If the applicant would like to pay through Rite Aid, print out the Rite Aid receipt for the applicant to take.

## Submitting the Application

### *Application Summary Page*

Always print the Application Summary that appears after you Submit the application. This is the applicant's copy. Once you leave the **Application Summary** screen, you cannot return to it.

***Making changes to application information***

If you need to change any information you entered into the online application after submitting it, **do not resubmit** another Health-e-App with the updated information. If a client's information changes after you submit the application, send the updated information directly to Healthy Families or Medi-Cal or have the applicant wait for the call back.

If you know that an applicant needs to provide you with updated information, **Suspend the application instead of submitting it**. You will retain all of the information you put into the application to the point where you suspend it.

**Faxing a Complete Health-e-App**

Once you hit the **Submit** button, the information you enter online is sent directly to SPE for determination. But just as with the paper application, you still need to submit your applicant's supporting documentation to SPE. **Without this supporting documentation, your applicant's ability to obtain benefits for themselves and their families will be delayed.** With Health-e-App, the supporting documentation is sent via fax.

1. Always have your applicant read and sign the Rights and Declarations Page and the CAA Reimbursement Page that appear after the preliminary Calculate screen. (You can print out these pages or have the applicant use an electronic signature pad.)
2. Immediately after you click the **Submit** button, a HeA Fax Cover Sheet appears. **Print this Fax Cover Sheet.** The bar code at the top is what identifies the following pages as documentation that supports a specific application.
3. As soon as you **Submit** the application online, **send the HeA Fax Cover Sheet and the supporting documentation** to the dedicated Health-e-App fax line. (866) 848-4976 (This number is also printed on the Fax Cover Sheet.)

**Fax Cover Sheet Tips:**

- Always use the HeA Fax Cover Sheet provided for that specific application.
- Never use a Fax Cover Sheet that doesn't go with the supporting documentation you're sending in.
- Never use your office's Fax Cover Sheet.
- You can reprint an applicant's HeA Fax Cover Sheet from your **View Workload** if you need to fax in additional supporting documentation after the initial fax.

**Supporting Documentation Tips:**

- Use the Document Checklist on the HeA Fax Cover Sheet.
- Write the Document Control Number (DCN) on every page of the supporting documentation. (The DCN appears on the HeA Fax Cover Sheet.)
- Write the number of pages you're about to fax on the HeA Fax Cover Sheet.

***Faxing the supporting documentation***

Set your fax machine to print out a fax transmission receipt every time you send in supporting documentation for an application. The transmission receipt will tell you whether all of your applicant's supporting documentation was received by SPE. Before you submit the supporting documentation, check the number you entered on your fax machine.